

Buyer-Seller Messages

Review all your communication between yourself and your buyers. You can view the message details or the related order information. [Learn more](#)

Received messages | **Sent messages**

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You [responded](#) in 24 minutes on Sunday, August 7, 2016 8:04 PM

Re: Inquiry from Amazon customer Maison Terre
From: [Maison Terre](#) (lbymbj550j2kq7d@marketplace.amazon.com)
Sent: Sunday, August 7, 2016 7:40 PM
To: Tree Leaves Oracle (leafworks@yahoo.com)

Per the complaint case number below.

to me

Hello,

We still need more information about your complaint for the items at the end of this email.

Please clarify how these items infringe your rights by resubmitting your complaint with answers to these questions:

1. Are you the manufacturer?
2. Do you think that the items in your complaint do not match the product detail pages?
3. Do you think that your trademark appears on products that you do not manufacture?
4. Do you think that your trademark is used inappropriately on the product detail pages?
5. Have you placed test orders? If yes, provide the Amazon.com order numbers.
6. Kindly provide us your registered trademark number for verification.

You can resubmit your complaint using our online form (<http://www.amazon.com/gp/help/reports/infringemer>) Use the Additional Information field to answer the questions.

Complaint ID:657978031

Need some help?
[Buyer-Seller Messaging Service Help](#)

Tools and resources
[Alternate Address](#)
[Manage E-mail Templates](#)

Seller contact response metrics
7 day average response time 2.4 hours
[View All](#)

On Sun, Aug 7, 2016 at 9:14 PM, Tree Leaves Oracle - Amazon Marketplace < [e-mail address removed]> wrote:

As per Amazon Case #1833456831 We cancelled the order as advised by them as we are aware of your tactic, just as you did on our facebook page.

Greetings from Amazon Seller Support,

I understand that you have received a threatening message from the other seller named "Maison Terre" stating that item should be removed as they are the only seller and you would like to block the buyer account from ordering the item.

In this situation I would advise you to not worry about this because it is absolutely not your fault. Please do not take actions to the email sent by any manufacturer or somebody else other than Amazon. Please note that you need to take action only when you receive an email by Amazon and not 3rd parties. Please redirect them to Amazon if they have any more concerns or questions.

Therefore you can continue to sell this item without any other restrictions. I'm sorry to inform you that currently, we do not offer an option to block buyers from purchasing items from you in the future. Your past buyers are all permitted to purchase items from you again if they would like to.

However we will take it as feedback and forward it to our business team for consideration.

Since the buyer (competitor seller) has not ready to raise the cancellation request, you can cancel this order from your end. In order to protect your metrics, you can contact the seller performance team with the proof of the buyer-seller conversations at the email address:

seller-performance@amazon.com

They will be able to investigate the issue and they will do the needful to you by annotating the case on your account.

All reports are thoroughly investigated by our investigations team. For privacy reasons, the results of our investigations cannot be disclosed; however, disciplinary actions will be taken as appropriate.

You can go ahead and continue to list this product until Amazon says otherwise.

In order to serve you better, I've also forwarded the message about this order to Amazon team that reviews buyer activities as part of any investigation into possible violations of our policies.

If we can be of further assistance please feel free to write back to us. We'll be glad to assist you.

Thank you for understanding Amazon's policies and procedures.

Have a great day!

==

Did this solve your problem?

If yes, click here:

If no, click here:

(We will share this feedback with the seller to help them improve their service in the future.)

[commMgrHmdToken: A2ZNONTM8BIOXP]
--- Original message ---

Thanks for the evidence that Amazon asked us to get.

On Aug 4, 2016 6:33 PM, "Sarah Brown" <[e-mail address removed]> wrote:

> You are incorrect. The sell yours option is for those who actually do sell
> the same product. If you are a computer store and sell Acers, HPs, etc. you
> have the option to sell whatever models you actually do sell. You cannot
> co-opt an ASIN for an HP and sell a Chinese knockoff instead. This is no
> different. We don't care if you sell a ton of burdock root. You cannot
> claim, however, that you sell our name-brand burdock root. You are clearly
> ignorant of trademark and copyright law. Unfortunately for you, you have
> already been reported to Amazon. Your listing speaks for itself. You
> clearly state that you sell the product by Maison Terre yet you buy it from
> Frontier.

>
> On Aug 4, 2016 6:18 PM, "Tree Leaves Oracle - Amazon Marketplace" <
> [e-mail address removed]> wrote:

>
>> you have been reported to Amazon. Also, attacking our company elsewhere
>> is ridiculous. Shows how immature your company is. You were wrong last
>> fall when you did this last time, Amazon keeps track of your immaturity and
>> it will eventually lead to you being unable to sell on amazon. We are in
>> full right to sell this product. You do not own a monopoly on it.
>> Otherwise, Amazon would not provide a "Sell yours here" button for others
>> to list it and allow others to sell it. You do not grow Burdock Root. You
>> buy it from a wholesaler like we do, re-label it, and re-sell it. Grow up.

>>
>> --- Original message ---

>>
>> We have opened a case against you with Amazon and have noted your fraud in
>> the listing. What part of this do you not understand? Your listing reads
>> "by Maison Terre."
>>
>> On Aug 2, 2016 3:28 PM, "Sarah Brown" <[e-mail

address removed]> wrote:
>>
>> > You do NOT sell Maison Terre brand-name products.
Your listing is
>> > fraudulent. Remove it.
>> >
>> > On Aug 2, 2016 3:22 PM, "Tree Leaves Oracle -
Amazon Marketplace" <
>> > [e-mail address removed]> wrote:
>> >
>> >> once again we've gone through this. We will not
remove it. Check your
>> >> amazon history with this stupidity you keep trying
to monopolize on. We
>> >> will never remove it.,
>> >>
>> >> --- Original message ---
>> >>
>> >> Your listing of Burdock Root by Maison Terre is
fraudulent. Maison
>> Terre
>> >> is the only seller of Maison Terre products on
Amazon. Remove it. In
>> the
>> >> meantime the listing, which we control will reflect
your fraud.
>> >>
>> >>
>> >>
>> >> ----- End message -----
>> >>
>> >> For Your Information: To help arbitrate disputes
and preserve trust and
>> >> safety, we retain all messages buyers and sellers
send through
>> Amazon.com
>> >> for two years. This includes your response to the
message above.
>> >> Amazon.com uses filtering technology to protect
buyers and sellers from
>> >> possible fraud. Messages that fail this filtering will
not be
>> transmitted.
>> >>
>> >> We want you to buy with confidence anytime you
purchase products on
>> >> Amazon.com. Learn more about Safe Online
Shopping (
>> >> [http://www.amazon.com/gp/help/
customer/display.html?nodeId= 551434](http://www.amazon.com/gp/help/customer/display.html?nodeId=551434)) and
>> >> our safe buying guarantee (
>> >> [http://www.amazon.com/gp/help/
customer/display.html?nodeId= 537868](http://www.amazon.com/gp/help/customer/display.html?nodeId=537868)).
>> >>
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>> ----- End message -----
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>> For Your Information: To help arbitrate disputes and
preserve trust and
>> safety, we retain all messages buyers and sellers send
through Amazon.com
>> for two years. This includes your response to the

message above.

>> Amazon.com uses filtering technology to protect buyers and sellers from
>> possible fraud. Messages that fail this filtering will not be transmitted.
>>
>> We want you to buy with confidence anytime you purchase products on
>> Amazon.com. Learn more about Safe Online Shopping (
>> [http://www.amazon.com/gp/help/customer/display.html?nodeId= 551434](http://www.amazon.com/gp/help/customer/display.html?nodeId=551434)) and
>> our safe buying guarantee (
[http://www.amazon.com/gp/](http://www.amazon.com/gp/help/customer/display.html?nodeId=537868)
>> [help/customer/display.html? nodeId=537868](http://www.amazon.com/gp/help/customer/display.html?nodeId=537868)).
>>
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>

----- End message -----

For Your Information: To help arbitrate disputes and preserve trust and safety, we retain all messages buyers and sellers send through Amazon.com for two years. This includes your response to the message above. Amazon.com uses filtering technology to protect buyers and sellers from possible fraud. Messages that fail this filtering will not be transmitted.

We want you to buy with confidence anytime you purchase products on Amazon.com. Learn more about Safe Online Shopping ([http://www.amazon.com/gp/help/customer/display.html? nodeId=551434](http://www.amazon.com/gp/help/customer/display.html?nodeId=551434)) and our safe buying guarantee ([http://www.amazon.com/gp/help/customer/display.html? nodeId=537868](http://www.amazon.com/gp/help/customer/display.html?nodeId=537868)).



If you believe this message is suspicious, please report it to us [here](#)

Reply

[Insert E-mail Template](#)

Please limit your text to less than 4,000 characters.

4000 characters remaining

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